

October 19, 2024

United States Bankruptcy Court
Of Southern District of Texas, Houston Division
515 Rusk St.
Houston, TX 77002

United States Courts
Southern District of Texas
FILED

OCT 28 2024

Nathan Ochaner, Clerk of Court

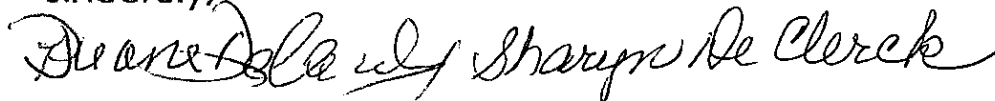
We are reaching out to the courts to assist us in receiving a refund from Argonaut Insurance Company from a Bankruptcy Court Case 24-90061 (MI) May 17, 2024. As required, we fulfilled our obligation of required documentation as acknowledged by Argonaut email received Sept. 25, 2024. We have called and left messages and emails to David Mathews and Lisa Jennings without success of a return call or email. Court order was payment of claims must be paid by Argonaut no later than September 27, 2024. Argonaut delay, rather intentionally or otherwise, is not following the court order.

We have included our:

1. American Queen Voyages – Guest Invoice \$8118.00 plus airport transfers and credit card charges.
2. Citi Bank Charge \$8,280.36
3. Two receipts for Certified mail for documentation sent.
4. Argo Surety email received September 25, 2024.

We have not received any other compensation from the credit card company or travel insurance. We would appreciate any assistance from the courts.

Sincerely,



Duane and Sharyn DeClerck

2618 W. Carmel Estates Dr.

Cedar City, UT 84720

Email: duane-sharyn@msn.com

Home phone: 435 867-6224



AMERICAN QUEEN VOYAGES™

GUEST INVOICE

Reservation ID 1197154
Status Offer
Booking Date 05/21/2023
Invoice Date 05/22/2023

If you are working with a travel agency, please contact your agent with questions and to submit payments. If you booked directly with us, submit credit card payments at 1-888-749-5280 or remit check payments to: American Queen Lockbox, P.O. Box 103138, Pasadena, CA 91189-3138. For delivery via overnight courier, Attn: American Queen Lockbox & 103138, 2710 Media Center Dr. Bldg. #6, Suite 120, Los Angeles, CA 90066.

ATTN:	GUEST NAME	GUEST ID	FROM	TO	EMBARK	DISSEMBARK
	DECLERCK DUANE D.	181763	CLARKSTON	VANCOUVER, WA (PORTLAND, OR)	05/20/2024	05/27/2024
	DECLERCK SHARYN J.	181764	CLARKSTON	VANCOUVER, WA (PORTLAND, OR)	05/20/2024	05/27/2024

DUANE DECLERCK

Ph: (530) 906-8171

Agency ID: 119421

BOAT	Departure Date	THEME	# NIGHTS	STATEROOM /	CAT	BEDDING	DINING
AMERICAN EMPRESS	20-May-2024		7	334	C	Queen Bed	EARLY 05:30 PM

PRE/POST VOYAGE HOTEL

STATUS

Guests 1,2	LAND/SEA	In: 05/19/2024	Out: 05/20/2024	Room: STANDARD	TBD SPOKANE HOTEL	Requested
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Add-Ons /Special Requests

Guest 1	2 - \$50pp OBC RSA
Guest 1	1 - \$100 OBC PER PERSON, comp
Guest 2	2 - \$50pp OBC RSA
Guest 2	1 - \$100 OBC PER PERSON, comp
Guest 1	1 - CELEBRATING ANNIVERSARY
Guest 2	1 - CELEBRATING ANNIVERSARY
Guest 2	1 - REQUESTS DISTILLED WATER FOR CPAP

VOYAGE FARE

* VOYAGE FARE	\$4,809.00	\$4,809.00	\$9,618.00
* LikeRoyaltyAQV. requires payment in full	-\$750.00	-\$750.00	-\$1,500.00
TOTAL VOYAGE FARE	\$4,059.00	\$4,059.00	\$8,118.00

HOTEL FARE

* HOTEL PRICE	\$0.00	\$0.00	\$0.00
TOTAL HOTEL FARE	\$0.00	\$0.00	\$0.00
TOTALS	\$4,059.00	\$4,059.00	\$8,118.00

PAYMENT SCHEDULE

FINAL PAYMENT	05/27/2023	EST	\$8,118.00
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Payments made by credit card will appear on your bank statement as American Queen and are subject to a 2% surcharge except in CT, ME, MA and OK.

GROSS BALANCE DUE	\$8,118.00
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Wednesday, September 25, 2024

duane-sharyn@msn.com

Duane DeClerck
2618 W Carmel Estate Dr
Cedar City UT 84720

TO: All AQV Customers

RE: Principal: Victory Operating Company, LLC
dba American Queen Voyages ("Victory Operating")
Bond No.: SUR0046973
Obligee: United States of America
Claim Amount: Various

Principal: American Queen Steamboat Operating Company,
LLC dba American Queen Voyages ("AQSOC")
Bond No.: SUR0039562
Obligee: United States of America
Claim Amount: Various

Dear AQV Customers:

I am writing on behalf of Argonaut Insurance Company ("Argo") in connection with claims that have been submitted to Argo under the above referenced bonds (the "Bonds") either directly by you or by the Customer Representative for the Represented AQV Customers as those terms are defined in the Agreed Order Establishing Procedures for the Submission of AQV Cancelled Cruise Claims (Dkt No. 16, Adv. Proceeding 24-03099) (the "Claim Order"). Argonaut previously acknowledged receipt of the Customer Representative's Claim Letter and/or your claim. Note that the Customer Representative's role was solely to collect and submit your claim to Argo pursuant to the Claim Order, which she has done. As such, all further communications regarding your claim should be with Argo.

David Mathews
AVP, Surety Claims, Counsel
P.O. Box 469011
San Antonio, TX 78246
Phone: (312) 564-7251
david.mathews@argosurety.com

This letter provides additional instructions for submitting claims under the Bonds. Note that the Bonds are not insurance policies. Each Bond is a contract of surety and as such, is only available if Victory Operating and/or AQSOC, as applicable, fail to fulfill their respective financial commitments to their respective customers who booked passage on a vessel covered by a Bond. The Bond does not cover commissions, fees, expenses, or other charges claimed against Victory Operating and/or AQSOC. Argonaut's liability for claims under the Victory Operating Bond shall not exceed \$7 million. Argonaut's liability for claims under the AQSOC Bond shall not exceed \$32 million. Argonaut will report all payments made under a Bond to the Federal Maritime Commission pursuant to the terms of each Bond.

Completion of Argo Proofs of Claim, W-9, and Submission of Documentation:

Enclosed you will find the following documents that Argonaut will require from you and each customer reflected in your claim in order to remit any payment for a claim covered by a Bond:

1. Completed and signed Argonaut Proof of Claim Form.

Enclosed you will find two Argonaut Proofs of Claim forms. Please complete the Argo Proof of Claim listing the vessel/ship on which you booked your cruise. Please also submit the documentation requested in the completed Argo Proof of Claim. **If you have already provided the supporting documentation to Argo or the Claim Representative directly, you do not need to submit the documentation again. Please indicate in your completed Argonaut Proof of Claim to whom you submitted the supporting documentation and your date of submittal.** If you submitted documents to Omni Agent Solutions, you will need to submit those documents to Argo.

2. Completed and signed W-9 form from you.

We recognize that this request may be duplicative of information and documents you filed in the Chapter 11 cases of Victory Operating and/or AQSOC, but this is necessary and required by various state laws we are bound to honor.

Where and How to Submit Additional Documents:

Please return the completed Argonaut Proof of Claim, W-9, and supporting documents as follows:

Email - Send completed W9 and Proof of Claim to Hornblower.Claims@ArgoSurety.com

OR

Mail:

Attn: Hornblower/AQV Claims

Argo Group US

711 Broadway, Suite 400

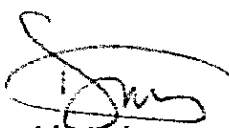
San Antonio, TX 78215

Next Steps After Receipt of Argonaut Proof of Claim, W-9, and Additional Documents

Argonaut will review the completed Argonaut Proof of Claim and all documentation, as part of its continuing evaluation of your claim. If approved, Argonaut will send you a Release and Assignment for review. Argo will remit payment to customers that have provided a completed W-9 and a signed Release and Assignment.

Argonaut reserves all rights and defenses under the Bonds, including, without limitation, the penal limit thereof.

Very Truly,
Argonaut Insurance Company



David Mathews
AVP, Surety Claims, Counsel

cc: Nadine Lewis (via email)
Scott C. Williams (via email)

SHARYN DE CLERCK

CARDHOLDER SUMMARY

SHARYN DE CLERCK

Card ending in 3663

New Charges

DUANE DECLERCK

Card ending in 3671

New Charges

\$9,280.36

ACCOUNT SUMMARY

Sale Post

Date Date

Description

Amount

Payments, Credits and Adjustments

02/20 AUTOPAY 999990000026544RAUTOPAY AUTO-PMT

SHARYN DE CLERCK

Standard Purchases

08/04 08/04 COSTCO WHSE #0572 ST GEORGE - UT

08/12 08/12 COSTCO WHSE #0572 ST GEORGE UT

DUANE DECLERCK

Standard Purchases

05/27 05/27 AMERICANQUEENVOYAGES 888-749-5268 IN

\$9,280.36

Fees Charged

TOTAL FEES FOR THIS PERIOD

\$0.00

Interest Charged

TOTAL INTEREST FOR THIS PERIOD

\$0.00

2023 totals year-to-date

Total fees charged in 2023

\$0.00

Total interest charged in 2023

\$0.00

Interest charge calculation

Days in billing cycle: 33

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance type	Annual percentage rate (APR)	Balance subject to interest rate	Interest charge
PURCHASES			
Standard Purch	20.24%(V)	\$0.00 (D)	\$0.00
ADVANCES			
Standard Adv	29.98%(V)	\$0.00 (D)	\$0.00

Your Annual Percentage Rate (APR) is the annual interest rate on your account. APRs followed by (V) may vary. Balances followed by (D) are determined by the daily balance method (including current transactions).

Account messages

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Important Information: If you have questions about marketing communications, please visit www.citi.com/offersforyou or call the number on the back of your card. (TTY: We accept 711 or other Relay Service.)

Costco Cash

Rewards Summary

Total Costco Cash Rewards Balance:

Costco Cash Rewards Summary

Costco Cash Rewards balance as of last statement

Earned this period

Total Costco Cash Rewards Balance Year To Date:

Costco Cash Rewards Earned This Period

4% cash back on eligible gas and electric vehicle (EV) charging purchases worldwide, including gas and EV charging at Costco¹ +\$0.00

3% on restaurants +\$0.00

3% on eligible travel worldwide

2% on Costco and Costco.com

1% on all other purchases +\$0.00

Total Earned:

Visit citi.com/costco for more information

¹Up to \$7,000 per year in purchases, then 1% cash back

9589 0710 5270 0777 9447 26

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Domestic Mail Only

For delivery information, visit our website at www.usps.com

Woodland Hills, CA 91367

Certified Mail Fee	\$4.40
Extra Services & Fees (check box, add fee as appropriate)	
<input type="checkbox"/> Return Receipt (hardcopy)	\$3.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
Postage	\$0.48
Total Postage and Fees	\$5.48

Sent To _____

Street and Apt. No., or PO Box No. _____

City, State, ZIP+4® _____

PS Form 3800, January 2023 See Reverse for Instructions

Postmark Here
 FEB 27 2024
 CEDAR CITY, UT

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U.S. Postal Service™
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Domestic Mail Only

For delivery information, visit our website at www.usps.com

Saw Antonio, TX 78215

Certified Mail Fee	\$3.25
Extra Services & Fees (check box, add fee as appropriate)	
<input type="checkbox"/> Return Receipt (hardcopy)	\$3.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
Postage	\$2.24
Total Postage and Fees	\$5.49

Sent To Robbie/AQ Velazquez

Street and Apt. No., or PO Box No. 92 US, 711 Broadway Suite 409

City, State, ZIP+4® Saw Antonio, TX 78215

PS Form 3800, January 2023 See Reverse for Instructions

Postmark Here
 SEP 28 2024

CERTIFIED MAIL

Retail

U.S. POSTAGE PAID
FCM LETTER
PARK CITY, UT 84098
OCT 21, 2024

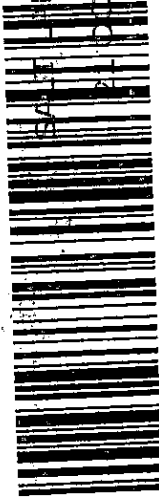
\$5.86

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77002

RDC 99

Duane & Sharyn DeClerck
2618 W. Carmel Estates Dr.
Cedar City, UT 84720-1990



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United States Courts
Southern District of Texas
FILED

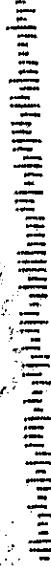
OCT 28 2024

*United States Bankruptcy Court
of Southern Dist. of Texas, Houston Div.*

Nathan Ochsner, Clerk of Court

*315 Ruck St.
Houston, TX 77002*

Case # 24-90061



77002-252389